



Division of Family Resources

Hybrid Roll-Out: Lake

Regional Advisory Group Meeting

Carlean Gadling, DFR Regional Manager, Lake Region
Lee Spencer, DFR Deputy Regional Manager, Lake Region

July 21, 2011





Division of Family Resources

Welcome and Introductions





FSSA/Division of Family Resources Organizational Structure

Central Office (Indianapolis):

- **Michael A. Gargano**, FSSA Secretary
- **Mike Carr**, DFR Director
- **Adrienne Shields**, DFR Deputy Director
- **Roger Zimmerman**, DFR Deputy Director, Operations
- **Rich Adams**, DFR Deputy Director, Policy





DFR Regions

Region 1 = Lake

Region 2 = Saint Joseph

Region 3 = Allen

Region 4 = Grant

Region 5 = Marion

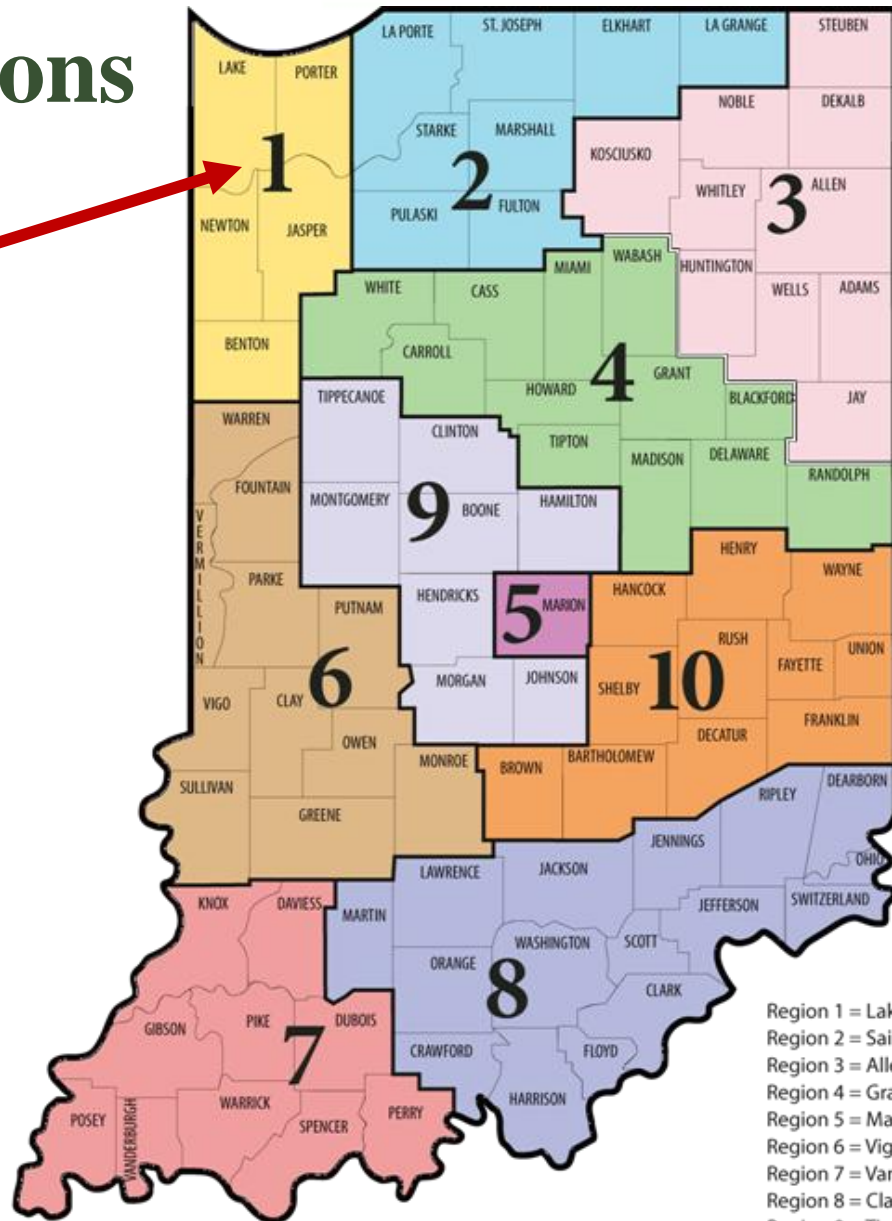
Region 6 = Vigo

Region 7 = Vanderburgh

Region 8 = Clark

Region 9 = Tippecanoe

Region 10 = Wayne



Region 1 = Lake
Region 2 = Saint Joseph
Region 3 = Allen
Region 4 = Grant
Region 5 = Marion
Region 6 = Vigo
Region 7 = Vanderburgh
Region 8 = Clark
Region 9 = Tippecanoe
Region 10 = Wayne



DFR / Lake Region Organizational Structure

Managers:

- **Carlean Gadling**, DFR Regional Manager
- **Lee Spencer**, DFR Deputy Regional Manager

State Eligibility Managers (SEMs):

- **Lake:** Donna Ross, Deborah Spencer, Diane Pryor, Valeria Johnson-Fletcher, Brenda Franklin, Penny Davis
- **Benton, Jasper, Newton:** Carrie Manns
- **Porter:** Michael Abraham





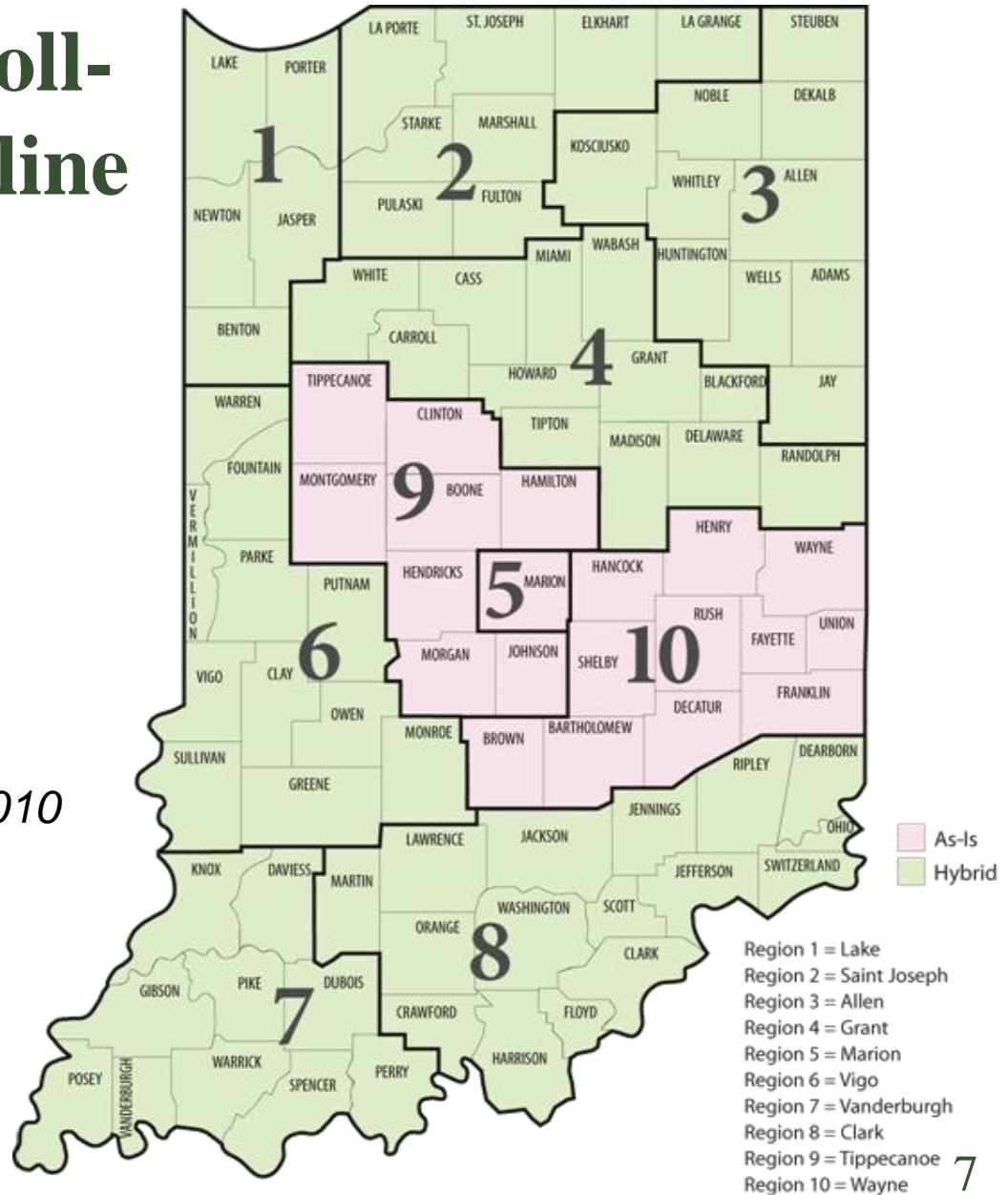
Hybrid Eligibility Project: The Best of Both Worlds

- **Reaching out to clients, advocates and staff to create and model a solution that combines the best of the modernized *and* the pre-modernized systems**
- **Guiding Principles**
 - Improve client experience
 - Improve timeliness of application determinations, redeterminations and change processing
 - Improve accuracy/reduce error rates



Hybrid Roll-Out Timeline

1. **Lake, June 20, 2011**
2. Saint Joseph, June 20, 2011
3. Allen, February 14, 2011
4. Grant, February 14, 2011
5. Marion, TBA
6. *Vigo, June 21, 2010*
7. *Vanderburgh, January 18, 2010*
8. *Clark, September 20, 2010*
9. *Tippecanoe, TBA*
10. *Wayne, TBA*





Two-Tiered System

■ The Process

- A different employee will approve benefits from the employee that completes the application intake

■ The Benefit

- Reduced risk of employee fraud
- Increased employee accountability

■ A Local, Team Approach

- Same Office = Same Team
- Improved Accuracy
- Coaching and Mentoring



Improving Client Access

■ Access through Technology

- 24/7 access to voice response system to check status of benefits
- Paperless case files
 - Option to scan, mail or fax documents to Document Center
- Apply for benefits online and complete application by using the electronic signature
- Option to participate in a telephone interview

■ Local Office in Every County

- More than 100 local offices throughout Indiana



DFR / Lake Regional Offices

Telephone/Fax Number: 1-800-403-0864 • Office Hours M-F, 8:00 a.m. to 4:30 p.m.

Lake County DFR Offices:

Crown Point Office

1865 E. Summit Street
Crown Point, IN 46307-2768

East Chicago Office

3714 Main Street
East Chicago, IN 46312-2224

Gary Office

661 Broadway
Gary, IN 46402-2407

Glen Park Office

110 W. Ridge Road
Gary, IN 46409-2709

Hobart Office

1871 East 37th Street
Hobart, IN 46342-2579

Hammond Office

219 Russell Street
Hammond, IN 46320-1830

Benton County DFR

305 E. 6th Street
Fowler, IN 47944-1417

Jasper County DFR

331 S. College Avenue
Rensselaer IN 47978-3087

Newton County DFR

4117 S. 240 W., Suite 200B
Morocco, IN 47963-8196

Porter County DFR

2600 Roosevelt Road, Suite 200-1
Valparaiso IN 46383-0971



DFR / Lake Region

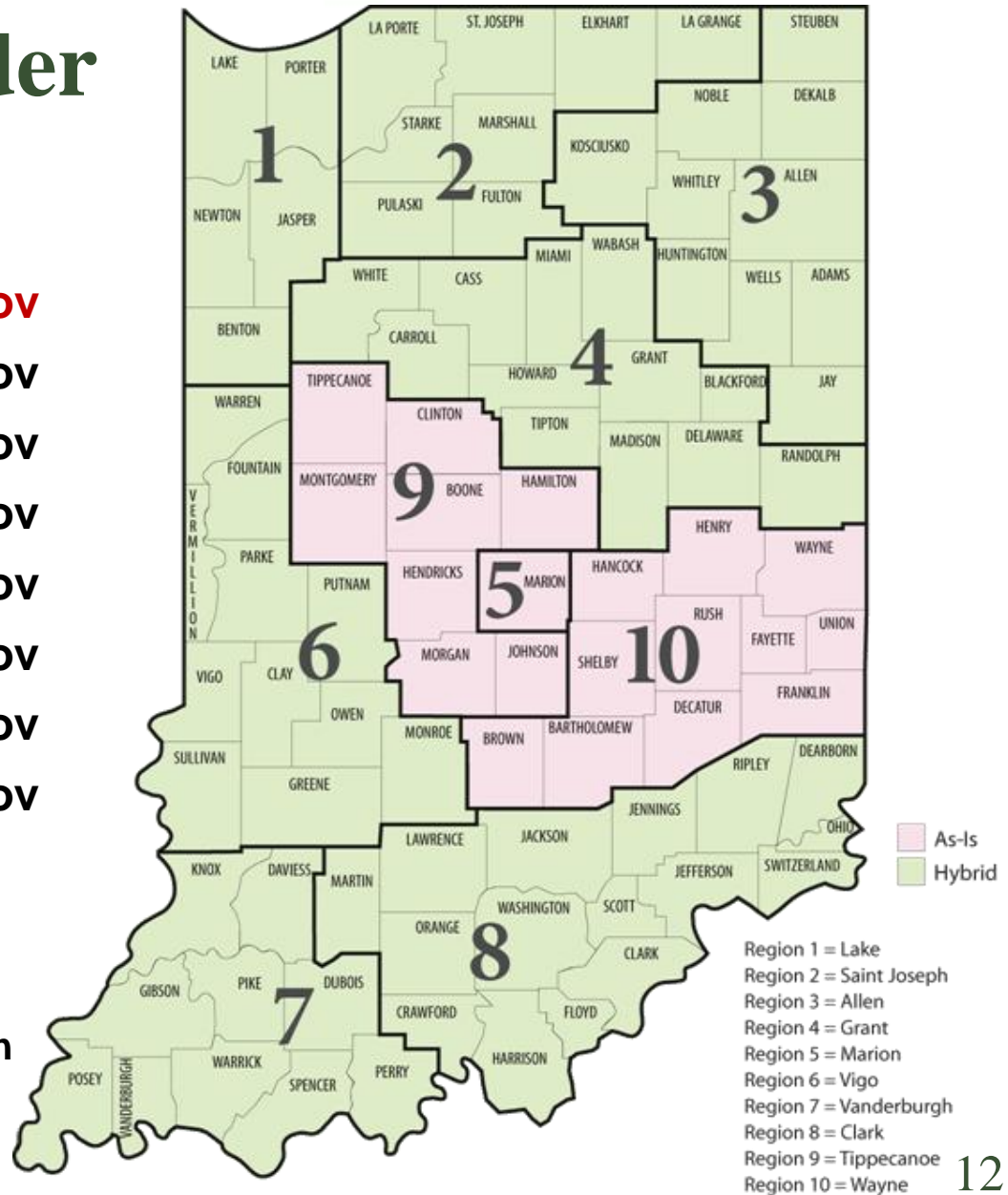
- **Clients will be served by a team located in the Lake Region**
- **Under the Hybrid model:**
 - **Local Offices:**
Client inquiries, food stamp applications and recertifications, adult Medicaid applications, TANF applications
 - **Regional Change Center:**
Medicaid only redeterminations, Hoosier Healthwise processing, changes related to a client's case, processing of food stamp interim reports
 - **Document Center:**
Scan and attach documents to a client's case file



Stakeholder Support:

1. **DFR.region1@fssa.IN.gov**
2. **DFR.region2@fssa.IN.gov**
3. **DFR.region3@fssa.IN.gov**
4. **DFR.region4@fssa.IN.gov**
5. **DFR.region5@fssa.IN.gov**
6. **DFR.region6@fssa.IN.gov**
7. **DFR.region7@fssa.IN.gov**
8. **DFR.region8@fssa.IN.gov**
9. **TBA**
10. **TBA**

Inquiries sent to a DFR Regional inbox will receive a response within **3-5 business days.**





Agency Portal

- The Agency Portal is a tool to help FSSA better communicate with service providers
- The Agency Portal is the preferred method to view client status 24/7 (Hybrid model counties only)
- Providers must register with the Agency Portal to view information about clients (Hybrid model counties only)



Registering with the Agency Portal

- Providers must first go online and register at:
https://www.ifcem.com/HCSSRequest/en_US/EMA_gency_portalAccessHomePage.do
- Next, providers must FAX a completed authorization form , including client signature. This form is located online at:
<http://www.in.gov/fssa/2343.htm>
- Upon approval by the state, authorized providers will have access to the Agency Portal where they are able to view information about active client cases

Case Information

Full Name: SOMEONE ELSE

Social Security Number: XXX-XX-0468

Date of Birth: 9/1/1976

Home Address: 89 INDY
INDY, Indiana 95894
Shelby

Mailing Address:

Email Address

Email Address:

Eligibility Appointment

Appointment Type:

Appointment Date:

Scheduled Time:

Office Location (In-Office Only):

IMPACT Appointment

<u>Date</u>	<u>Begin Time</u>	<u>Client Name</u>	<u>Office Location (In-Office Only)</u>

Pending Applications

<u>Programs Applied For</u>	<u>Date Application Received</u>
TANF	10/1/2001
Food Stamps	7/1/2007
Family Related Medicaid	11/1/2000

Solicited Documents Requests

<u>Correspondence Name</u>	<u>Verification</u>	<u>Client</u>	<u>Mail Date</u>	<u>Due Date</u>

Assistance Groups

<u>Details</u>	<u>Type</u>	<u>Payee</u>	<u>Effective Date</u>	<u>End Date</u>	<u>Status</u>	<u>AJS Compliant</u>
View	TANF	MOM OLDERCLAIM			Pending	
View	Food Stamps	SOMEONE ELSE			Pending	
View	Family Related Medicaid	TEST OLDERCLAIM			Pending	

Cancel



Ongoing Communication

- Ongoing Regional Advisory Group meetings to occur monthly throughout roll-out.
- Next meeting is a conference call on **August 24, 2011 at 2 p.m. Eastern Time / 1 p.m. Central Time**
Call 661-673-8600, access code 1088925#
- To receive invitations to the meetings, email the stakeholder help line at **DFR.region1@fssa.in.gov**



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